

Statement to 7.30 from Suncorp. 5/2/2019

Suncorp has taken a number of actions to better meet the needs of our customers and communities following a natural disaster.

We have invested in additional support and communication for customers throughout the claims process.

We have developed a new case management model that includes dedicated client managers for customers who have experienced major loss.

We've also placed a greater focus on community engagement before and after an event, including, where appropriate, hosting community engagement forums to meet with claimants face-to-face like we did recently in the hail-affected suburb of Berowra.

Suncorp CEO Insurance Gary Dransfield